



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McIlwaine, et al.

Serial No.: **10/602,804**

Filed: **June 24, 2003**

For: **Method and System for Scheduled
Delivery of Training to Call Center
Agents**

INFORMATION DISCLOSURE STATEMENT

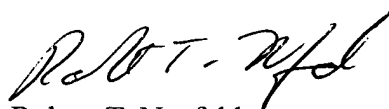
Commissioner for Patents
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Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

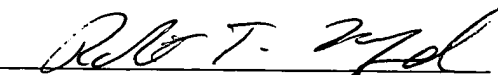
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Respectfully submitted,


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K&S Docket: 07117.105014
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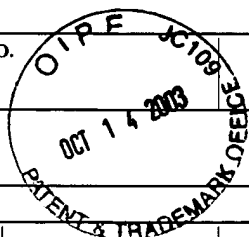
I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 10, 2003.


Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*ATTY. DOCKET NO.
07117.105014SERIAL NO.
10/602,804FILING DATE
June 24, 2003APPLICANT
McIlwaine et al.

GROUP

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,659,768	8/19/1997	Forbes et al.			5/12/1995
	AB	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
	AC	2003/0033184 A1	2/13/2003	Benbassat et al.			6/10/2002
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
	AO					

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AP	Syntora.com; Syntora Agentivity; (2003); 14 Pages
	AQ	

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.